



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**C-R Telephone Company**  
**Fairpoint Communications / C-R Telephone Company**  
**for quarter ending March 31, 2012**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.00	1.00	0.90	0.97
B. Operator Answer Time - Information [730.510(a)(1)]	5.00	5.00	4.20	4.73
C. Repair Office Answer Time [730.510(b)(1)]	9.00	11.00	10.00	10.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.00	20.00	16.00	21.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.95	2.08	2.81	2.61
H. Percent Repeat Trouble Reports [730.545(c)]	11.76%	0.00%	6.25%	6.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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